



PTO/SB/21 (09-04)

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TRANSMITTAL
FORM

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Total Number of Pages in This Submission	9	Attorney Docket Number	20009.0001US01 (BS99-184)
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ENCLOSURES (Check all that apply)

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Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	WITHERS & KEYS, LLC		
Signature			
Printed name	Jeramie J. Keys		
Date	January 26, 2005	Reg. No.	42,724

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature			
Typed or printed name	Jeramie J. Keys	Date	January 26, 2005

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JJK

S/N 09/746,508

PATENT

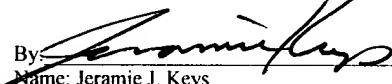
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Willis Examiner: Kramer
Serial No.: 09/746,508 Group Art Unit: 3627
Filed: December 26, 2000 Docket No.: 20009.0001US01
 (BS99-184)

Title: TECHNICIAN COMMUNICATIONS SYSTEM WITH AUTOMATED CLAIMS PROCESSING

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By: 
Name: Jeramie J. Keys

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Office Action mailed on October 28, 2004. Amendments to the claims begin on page 2. Remarks begin on page 6.